



## MEDICAL INSURANCE RESEARCHER

**FLSA Status:** Non Exempt

**Reports To:** Insurance Supervisor

### **General Purpose of Job:**

Research Representative's duties include reviewing accounts and determining the proper status based on information gathered. Representatives analyze previous healthcare insurance activity on hospital accounts, and determine the best course of action to be taken. The ability to quickly learn and use various hospital-based computer systems is required. Familiarity with third party insurance in a healthcare setting is desired. Strong attention to detail & accuracy in processing data skills are essential. Proficiency in PC usage and excellent typing ability is needed. Researchers play a key role in directing accounts to the appropriate departments in order to generate timely payment. Researchers identify and forward potential insurance leads to insurance collectors while ensuring all accounts are sent to proper departments for processing.

### **Essential Duties and Responsibilities:**

- **Familiarity with third party insurance in a healthcare setting is preferred. Must type 55 WPM**
- Access client host networks to cross reference reasons that insurance did not pay to determine if an appeal may be necessary
- If insurance lead is not identified, account is forwarded to private pay
- Identification of bankruptcy, legal and deceased with and without estate to forward to proper department
- Skip tracing accounts to identify new location information to provide to collectors
- Follow all office procedures to maintain integrity of company
- Ensure all applicable federal and state laws are followed at all times
- Other duties as assigned

### **Education and Experience:**

High school diploma or general education degree required  
Preference for but not required of six months experience as a telephone collector or previous insurance background.

Must type 55 WPM

Familiarity with third party insurance in a healthcare setting is preferred

### **Language Skills:**

Ability to read and interpret instructional materials such as policy guides, rules and compliance manuals.

### **Mathematical Skills:**

- Ability to add, subtract, calculate figures and amounts such as commissions and percentages as they relate to American monetary values.

□ **Reasoning Ability:**

- Ability to solve practical problems and deal with a variety of situations where only limited information and facts are available
- Ability to interpret a variety of instructions furnished in written, oral and schedule form

□ **Physical Demands:**

- Ability to sit, walk, use hands and fingers, talk, hear and see at close distance for duration of shift in an indoor, moderate noise level environment 40 hours weekly